

# NIMA Customer Support

2K



ESC/ACU



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HQ ACC



HQ AMC



HQ AFSOC

US Navy



• *Guaranteeing the Information Edge*



# Agenda

- **Customer Support Overview**
- **NIMA status**
  - **Data Issues**
    - **DAFIF**
    - **CHUM**
    - **CADRG**
  - **Distribution issues**
    - **NIPRnet**
    - **DLA Distribution**

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# Why Customer Support?

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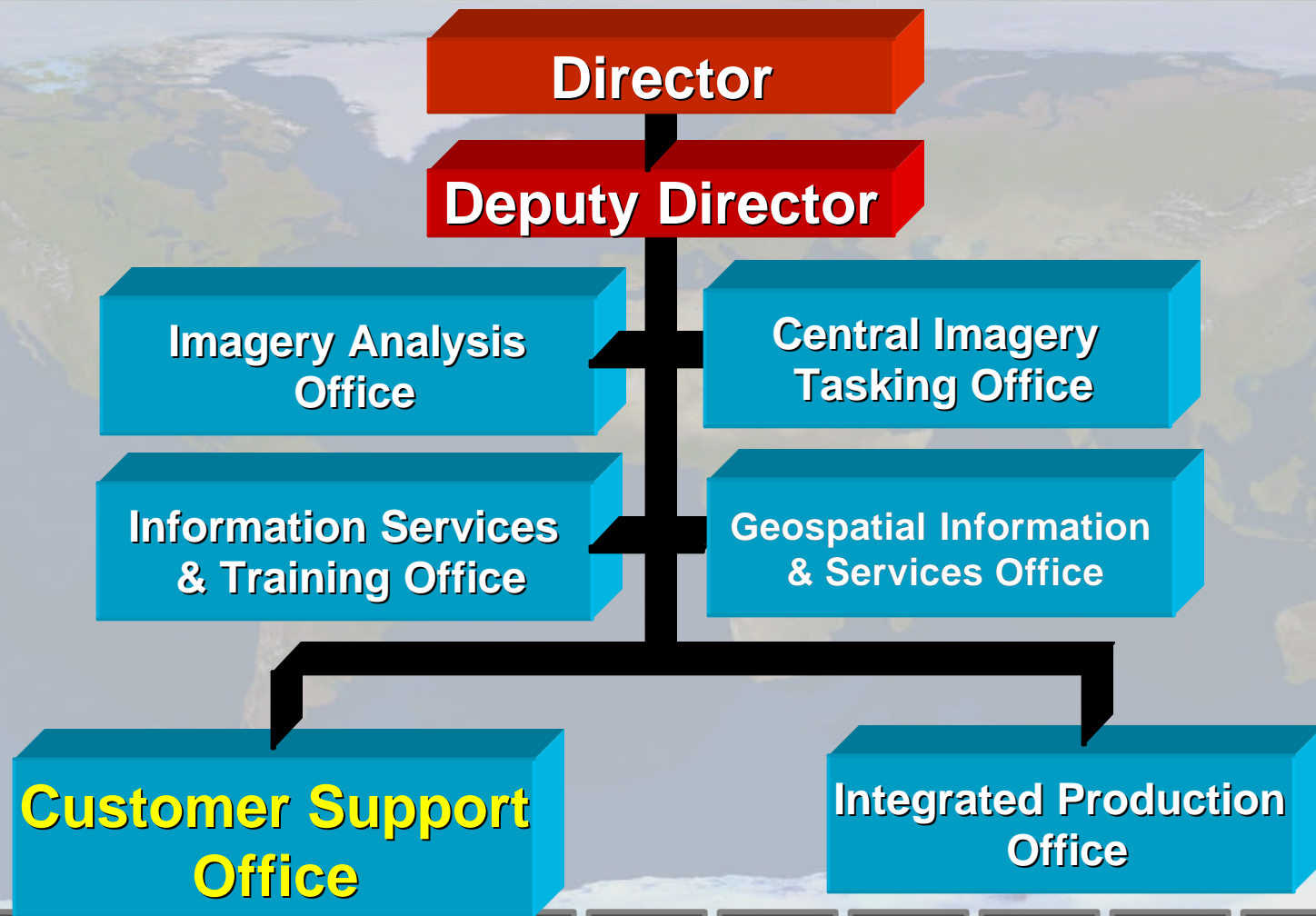
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- **To ensure that NIMA is satisfying the “right” requirements**
  - Understand Customer Needs / Assist in defining Customer needs for current and future operations
  - Facilitate development of new solutions to customer requirements
  - Prioritize competing requirements
  - Ensure execution of approved programs that directly impact Customer satisfaction
- **Be the single POC into the Agency for our customers**
  - Single Point of Accountability for Customer Satisfaction Across NIMA
  - Provide tailored Customer access to entire suite of NIMA’s products and services
- **Team with Customers / Inform Customers**



# Operations Directorate





# Customer Support Office Personnel

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- **Cross agency representation**
- **Approximately 150+ personnel**
- **1/3 - Military, 2/3 - Civilian**
- **Contractor support**
- **Resident at Reston, VA; St. Louis, MO and customer locations**



## Customer Support Teams (CST)

- **Focal point for CO support to Customers**
- **Responsible for:**
  - Knowledge of customer
  - Understand and support customer needs
  - Ensure that the customer knows NIMA
  - Articulate NIMA's capabilities to the customer
  - Be an advocate for the customer within NIMA
  - Ensure open and continuous communication with the customer
  - Execute and monitor production programs supporting the customers needs
  - Inform the customer of progress toward satisfaction of their requirements

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# Customer Support Teams

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- **National / Civil (703)264-3012**
- **Army (703) 264-3001**
- **Navy (703) 264-3002**
- **Marine Corps (703)264-3004**
- **Air Force (703)264-3003**
- **DIA/JS/OSD (703)264-3011**
- **ACOM (703)264-3006**
- **CENTCOM (703)264-3005**
- **EUCOM - (703) 264-3007**
- **PACOM - (703) 264-3456**
- **SOUTHCOM - (703) 263-3013**
- **Special Ops - (703) 264-3014**
- **SPACECOM - (703)264-3008**
- **STRATCOM - (314)264-4895**
- **TRANSCOM - (314)264-4895**



# NIMA Status

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- **DAFIF**
  - WWW access
  - data synchronization
  - MAG VAR
- **CHUM**
  - WEBCHUM
  - data synchronization





# NIMA Status

- **CADRG**
  - data synchronization
  - other issues
- **Distribution - NIMA**
  - NIPRnet (Public Key Infrastructure)
- **Distribution -Defense Logistics Agency**

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## NIMA Web Sites

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- **Unclassified:**
  - <http://www.nima.mil>
- **OSIS:**
  - <http://osis.nima.mil>
- **INTELINK S:**
  - <http://www.nima.smil.mil>
- **INTELINK TS:**
  - <http://www.nima.ic.gov>



# Richmond Map Facility

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•CR-NJ  
**CHIEF: MR. DAVE SENTER**

**DDMA**  
**COMMANDING OFFICER**  
**COMMANDER JOSEPH NAPOLI**



# TIPS FOR SUCCESS

## How to Help Us to Help You!

- Learn the System, Use the System
- Use Appropriate Priorities
- Order Appropriate Quantities
- Ensure your DoDAAC Addresses are Correct
- Properly Manage Auto. Distro (AD) Accounts

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# ORDERING METHODS

## How to Get Your MILSTRIP Requisition into DAASC

- Service Supply Systems
- DAMES (Modem Based)
- DIELOG (Email Based)
- WEB REQ (Internet Based) \*\*

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# REQUISITION PROCESSING

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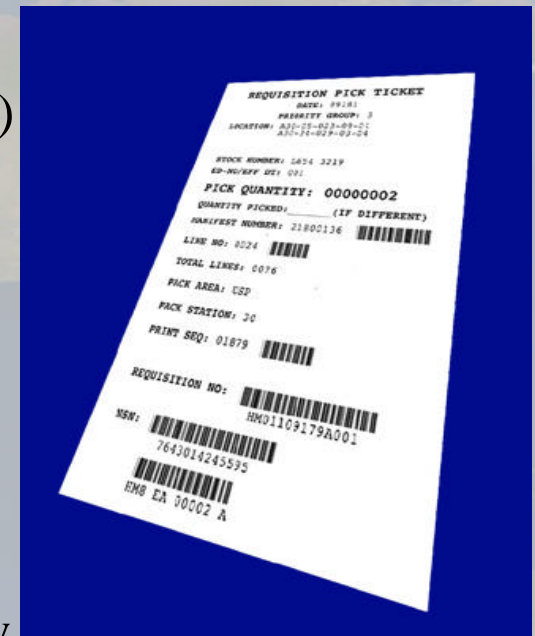


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- Determine Requirement (User)
- Submit MILSTRIP Requisitions (User or Supply)
- Requisition gets Routed Through DAASC to Richmond Map Facility (Same Day)
- Pick Tickets/Manifests Print Out Next AM
- IPG 1 and IPG 2 Requisitions get mailed out that day. Most IPG 3 go out same day/all by next day.



# HOW TO REACH US

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Step 1: Visit our webpage. <http://www.dscr.dla.mil/pc9/>

Step 2: Call Us:

Toll Free: 1-800-826-0342

Comcl: (804) 279-6500

FAX: (804) 279-6510

DSN Prefix: 695

Step 3: After Duty/Crisis Support: Toll Free Number or

DSN: 695-6500, Press "2"

Richmond, VA 23297-5359

Step 4: Write Us: Defense Supply Center Richmond

ATTN: DSCR-JNB

8000 Jefferson Davis Highway

Email: [pc9@dscr.dla.mil](mailto:pc9@dscr.dla.mil)

SIPRNET: [dsenter@reston.nima.smil.mil](mailto:dsenter@reston.nima.smil.mil)

